

Timetable Troubleshooting

Have you completed your online enrolment?	No →	You will temporarily be able to access your timetable using your student number and date of birth but you must complete online enrolment to be able to access your timetable during term time.
Yes ↓		
Have you selected your modules on the RISISweb portal?	No →	Your timetable is created using the modules that you have selected on RISIS. If you haven't selected your modules yet you will need to do so. If online module selection has closed please contact facultiesoffice@reading.ac.uk (or l.tomlinson@reading.ac.uk if your Faculty is Henley Business School).
Yes ↓		
Have you collected your campus card?	No →	Once term starts your module choices are transferred from 'provisional' to 'firm'. If you do not collect your campus card then you haven't completed your enrolment and your module choices will remain provisional so you will no longer be able to view your timetable.
Yes ↓		
Did you select or change your modules within the last 24 hours?	Yes →	The timetable updates overnight so please check again tomorrow. You can check individual module timetables on RISIS using the Useful Links on the Online Module Selection tab. If you have a module today and need to know your timetable please contact the Timetabling Office or your Department who will let you know where you need to go.
No ↓		
Are your seminar/tutorial groups missing?	Yes →	Seminar and tutorial groups will mainly be allocated at the end of Welcome week when online module selection closes for new students. If you still can't see your seminar groups after the first week of term please contact your department. Once you have been assigned to a group you may need to wait until the next day for your timetable to update.
No ↓		
Have you got a clash on your timetable?	Yes →	Check with your department to see whether your clash will be a problem. If you need to swap modules log in to RISIS and use the Useful Links on the Online Module Selection tab to find a suitable alternative module that doesn't clash. Once you have found a module, please email facultiesoffice@reading.ac.uk (or l.tomlinson@reading.ac.uk if your Faculty is Henley Business School) with the details of the modules and they will update your records. This may take a few days to show on your timetable during busy periods. A 'module surgery' will take place in Welcome week if you want to speak to somebody in person.
No ↓		
Do you still have a problem?	Yes →	If you still have a problem please contact the Timetabling Officer directly on 5283 or email timetabling@reading.ac.uk .